

CACC MEETING MINUTES

COURT AUTOMATION COORDINATING COMMITTEE A Subcommittee of the Commission on Technology

Thursday, October 18, 2012
10:00 AM - 1:30 PM

ARIZONA SUPREME COURT
1501 W. Washington
Phoenix, AZ 85007



AUDIO PHONE NUMBER: 1-602-425-3192
AUDIO ACCESS CODE: 1114#

MEMBERS PRESENT

Kip Anderson
Cathy Clarich
Julie Dybas
Mary Hawkins
Donald Jacobson (*Rick Rager, proxy*)
Phillip Knox
Rich McHattie
Rona Newton
Patricia Noland*
Michael Pollard, *Chair*
Paul Thomas

MEMBERS ABSENT

Janie Randall

GUESTS

Steve Ballance, *Maricopa Superior Court*
Lauren Lupica, *City of Mesa IT*
Charles Drake, *PCCJC*
Keith Bee, *PCCJC*
Lisa Royal, *PCCJC*
Doug Kooi, *PCCJC*
Jennifer Gilbertson, *Phoenix Muni Court*
Myron Pecora, *Pima Superior Court*

AOC STAFF

Stewart Bruner, *ITD*
Eric Ciminski, *ITD*
Adele May, *ITD*
Karl Heckart, *ITD*
Melissa Hinojosa, *ITD*
Mary Kennedy, *ITD*
Jim Scorza, *ITD*

* indicates appeared by telephone

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WELCOME AND INTRODUCTORY REMARKS

Judge Michael Pollard, Chair, called the Court Automation Coordinating Committee (CACC) meeting to order at 10:05 a.m. upon confirming that a quorum existed. Judge Pollard then requested members' input regarding the minutes of the September 20, 2012 CACC meeting.

MOTION: A motion was made and seconded to accept the minutes of the September 20, 2012, CACC meeting as written. The motion passed unanimously.

The chair previewed the key agenda item relating to the Pima County Consolidated Justice Court (PCCJC) request to obtain an exception from the Commission on Technology (COT) to adopt and modify the Pima Superior Court AGAVE case management system (CMS) rather than using the state-standard limited jurisdiction (LJ) CMS, AJACS. The Technical Advisory council (TAC) reviewed PCCJC's judicial project investment justification (JPIJ), exception request, project plan, and AGAVE gap details but members directed PCCJC to provide gap details to AJACS for consideration before they could agree to recommend approval of the request. Staff member Stewart Bruner added that the same materials from TAC are being presented today.

Judge Pollard requested a roll call of members and guests present in the room and on the phone.

EXCEPTION REQUEST: PCCJC'S USE OF AGAVE CMS

Presiding Judge Keith Bee provided a high-level overview of the issues with the current CMS and the advantages to his court of obtaining a new system. Court Administrator Lisa Royal recapped the history of PCCJC's efforts to obtain a replacement CMS going back to 2006. She emphasized the lack of data validation within the system, lack of case ageing information, low security, and high susceptibility to error. Lisa expressed frustration about the amount of gap analysis work the court had performed since 2006 with no resulting development on the state system while AGAVE has been functioning well for much of that time. She recapped the gap analysis effort with AGAVE over the past few months, leading to a 12- to 18-month project plan. Lisa stated that the superior court is collaborating in the effort and emphasized the synergy provided by both courts using the same system, like in Maricopa County.

Charles Drake elaborated on how closely AGAVE fits what PCCJC needs as a business, apart from civil traffic and some necessary enhancements. The project plan is realistic in cost and timeline; contingencies and slack time are built in. The scope is highly flexible due to the modular nature of AGAVE and the 100 custom applications that provide high volume functions with the legacy system. Interfaces pose no problem beyond modifying the translation piece for the new CMS. AGAVE is case based, just like the current PCCJC CMS, fostering easier conversion. The funding, resources, and know-how are all in place for a successful project.

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Doug Kooi provided his assessment of the suitability of the financial portions of AGAVE for justice court use. He characterized the system as intuitive to use and “ready to go” for PCCJC with minimal change. Judge Bee reminded members that any outage of the current system requires labor intensive catch-up efforts in a court that had 135,000 case filings last year.

The chair circulated gap assessments from AOC staff indicating very few gaps to the AJACS enhanced large volume system that will be delivered for Mesa by mid 2013. Rick Rager briefly shared his experience leading the Tempe CMS development project. Members asked a multitude of questions of the various presenters about the impetus for requesting the exception to AJACS, the nature of the relationship between the two courts for development and support activities, PCCJC’s willingness to evaluate Mesa’s improvements before spending money on AGAVE development, whether any checkpoints are being built into the project for reconsidering AJACS, the comfort level with AGAVE handling three times the case volume in the justice court, and whether the costs listed for adopting AJACS were accurate in indicating continued reliance on the same size of local programming staff following implementation.

Myron Pecora relayed a decision from Pima Superior Court management that joint oversight will occur at both the business and technical levels, ensuring collaboration. A common code set will be installed on separate hardware at the two different courts.

Paul Thomas reminded members of his 13 years experience in justice court administration before detailing the efforts Mesa is making to improve AJACS for large volume courts, most of which involve functions common with the justice courts. Paul listed some similarities between his court and PCCJC. Since the current PCCJC CMS is so unstable, he suggested an expedited gap assessment to determine if the 12- to 18-month timeline stated for AGAVE implementation could be shortened using AJACS. Paul also explained that the high maintenance costs used in the PCCJC JPIJ stemmed from major, Mesa-specific requirements for custom development. Karl Heckart added that AOC pays all development or maintenance costs related to state-standard functionality.

Karl re-stated TAC’s conclusion that insufficient information exists, particularly documented business requirements from the court and a gap assessment against AJACS, with which to make an informed decision about the benefit of the exception versus adopting the standard system. Business requirements delivered to AmCad by February 2013 would enable an early 2014 implementation, nearly identical to the AGAVE timeline, while providing other justice courts the advantage of PCCJC’s knowledge of high volume justice court processes.

Judge Bee summarized that money being spent to sustain the dying system would be far better spent on a new CMS and the benefits of Mesa’s development were outweighed by the synergies created with the superior court as well as the shorter timeline to implementation using AGAVE. Mary Hawkins provided her viewpoint on the lack of reliability of paper gap assessments, the lack of accuracy of previously promised delivery dates for AJACS, the lack of AJACS’ functionality as implemented in her court, the delay in

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communications between rural courts using AJACS and AOC, and the low likelihood of receiving anything definitive on paper by the time COT meets or even by the time Mesa implements in July of next year.

MOTION: A motion was made and seconded to defer any recommendation to COT pending receipt of further information (an aggressive gap analysis against civil case processing in AJACS 3.10 using business requirements documented by PCCJC). The motion failed with 4 aye votes, 6 nay votes, and 1 abstention.

MOTION: A motion was made and seconded to recommend that COT approve PCCJC's request to adopt AGAVE. The motion passed with 7 aye votes, 3 nay votes, and 1 abstention.

PACC UPDATE

Rona Newton briefly reported on the September 27 Probation Automation Coordinating Committee (PACC) meeting. Committee on Probation members returned no issues for consideration by PACC.

REVIEW OF CHANGES TO MINDMAP THIS MONTH

Staff member Stewart Bruner focused attention on the three recent revisions: 1) Removal of TurboCourt-specific tasks awaiting details about project transition and eUniversa implementation activities; 2) An imminent one-month date slip for the Maricopa e-Filing Foundation Project and 3) a change from AZYAS Phase II to Version 2 with removal of the previous end date for AZYAS Phase III. The updated priority projects table was included in members' packets.

JOLTSaz PIMA PROJECT UPDATE

Bob Macon, Probation Automation Project Manager at the Administrative Office of the Courts (AOC), was unavailable at the time of his agenda item. Rona Newton updated members on progress of integration testing, noting that the number of total issues is shrinking but that certain remaining items are large in scope, including A.R.S. code synchronization across the integrated systems. Various partners disagree on terminology, too. No implementation date has been set; the decision has been made to skip to the beginning of next year when considering a date.

Rona also provided members with news about performance testing of the JOLTSaz application. The system held up under 500 user testing but needs to still be tested for simulated statewide usage (approximately 1200 users) of the system, far beyond Pima's anticipated usage. She mentioned an eventual step of using actual people to load test again.

POST-IMPLEMENTATION REPORTS

No items were reported this month.

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ITEMS OF OLD OR NEW BUSINESS

No items of old or new business were raised.

The next meeting will take place in **Room 230** of the **State Courts Building** on **November 15, 2012**.

The meeting adjourned at 12:35 p.m.